

Customer Service Representative Job Description

Sales/General CSR:

Screen calls, visitors, and refer inquiries as appropriate

Answer customer inquiries or attend to customer's requests in person, by telephone, TTY, video relay, email, or correspondence

Explain and sell company's products to customers

Prepare and post data to pertinent documents, logs, forms and computer system

Work with Marketing in maintaining customer ties

Performs general clerical, data entry, and typing duties as needed

Input orders for conventions - check and balance, transfer and ship

Receive & process customer orders, check orders, correct orders--including the processing of back orders, distributor's orders & complimentary copies for new products

Handle customer returns--including requests for permission/authorization via fax, phone, email, letters and processing necessary paperwork

Understand how to create and process credit and debit memos and issue appropriately

Understand & be responsible for office equipment

- Fax Machine/Copier/Printer--sort & distribute faxes, keep paper loaded, update pre-programmed numbers

- Answering Machine -- listen to messages, screen & distribute to appropriate staff, respond to customers

- Credit Card Machine -- changing address, ordering parts, charging customers' accounts, etc.

Perform misc. tasks as assigned by Supervisor

Represent DSP at various sales/publicity events as requested